

Ambivalence of Communication Technology Local Journalists in Bandung

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Abstract—*The development of information technology in Indonesia is inevitable, people are increasingly easy to get information, especially with the presence of internet that able to complete the mass media Indonesia. Internet has the ability to form a very wide public space, as a result of the earth seems to be one that anyone can find out what is happening each other on earth.*

Advances in information technology make the innovations that can change the aspect of human life. The innovation shared by the mass media and online media, because the intense competition among journalists to provide the best results that supported by adequate mastery of information technologies.

It means, journalists need to afford information technology if it wants to win the competition with other journalists from the institution as well as other countries. The question are, how Bandung journalists view ambivalence in the communication technology in support the activities of journalists in the field?

To answer this question, enroll the research using a qualitative approach of phenomenology tradition. Through interviews to Bandung journalist as informant of this research, results showed that journalist's view to the ambivalence of information technology can be three aspects, are of sociological, psychological, and technically.

Keyword: *Technology, Information, Journalists, Ambivalence.*

I. INTRODUCTION

The development of information technology in Indonesia is already inevitable, through information technology people are easier to do a variety of activities, especially in accessing and using information to support its success. Information technology appears in various professions including journalists, even in the journalistic profession, information technology is a major factor in supporting the performance of journalists in the field.

Information technology journalistic world cannot be separated from technology related to the mass media such as print media (newspapers, magazines, and books), radio, television, and Internet. Internet that using computers and telecommunications facilities capable of completing the print media, and electronics in Indonesia. Internet has the ability to form a very wide public space, as a result of the earth seems to

be one that anyone can find out what is happening each other on earth.

Advances in information technology communication makes a lot of innovations that can change the aspect of human life. In the era of globalization that growing fast, innovation in information technology continue to emerge. Advances in technology can facilitate human interaction and communication in the work. So even in the world of journalism, information technology benefits in supporting the work of journalists. Over time, the rapid development of information technology can support the work of a journalists

Realizing that journalism is something that can affect human beings, scientists discovered and developed the technology such as camera recording, filming and photography, smartphone (smart phone), a tablet, and others. That high tech devices used particularly to facilitate the source of the message and the recipient in the communicate and make the intense competition among journalists to provide the best results were supported by adequate mastery of information technology.

It means, journalists need to afford information technology if it wants to win the competition with other journalists from the institution as well as other countries. The development of technology and communications have an impact on the development of the journalistic world from time to time, especially in Indonesia. Before the internet, to create a journalistic work takes quite a long time because the tools are still very simple and incomplete so that information will be submitted to the public takes some time.

Before the internet as it is today, newspaper and electronic media such as television and radio use freight services to send videotapes or tapes, while newspaper send via fax to get to the editorial office. All takes time and processed. The existence of the internet in the middle of society provides convenience to all areas including the world of journalists. Internet media as a new media has presented various forms of journalism that previously unknown in the community

The using of internet technology by journalists is influence the news sent to the editorial desk, because news delivery can be done via e-mail which is part of new media such as internet. The work of journalists by utilizing internet facilities is a must if information owned by journalists wants to get to readers, listeners and viewers alike in all major cities of Indonesia.

The message delivery via e-mail need only short time, just create a journalistic product and then send to the intended e-mail editor. Furthermore, the editorial represented by editors do editing titles, correct spelling errors, punctuation, diction, and complicity between paragraphs.

The existence of online journalism is now an example of the rapid development of Internet technology. Audiences of media users just click on the desired information through computer technology, laptops, tabs, and other gadget equipped with internet technology facilities.

Application of communications technology proved able to accelerate the delivery of media information to the public. On the other hand, online media also allows journalists to constantly update the information with new findings in their coverage tasks. So, the authors raised this research in order to determine the performance of journalists in utilizing new media to be sent to the editorial desk and editorial work in processing sentences that can affect public perception and also the speed of editorial in posting news so public or audiences seek and need Information from the online media.

The growing technology used by humans as a means of support, the journalistic activities conducted by journalists also increasingly diverse. Therefore, journalists are required for versatility. Journalists need to adapt to technological developments that are already in sight. Journalists are not only good at writing news, covering events on the ground, but need to be equipped with proficiency in using video photography technology, expedition, and mastering social media.

In other words, the mass media nowadays face fundamental and comprehensive challenges that cannot be taken for granted by the mass media practitioners, especially in winning competition with other mass media practitioners. The onslaught of technological developments and information globalization to meet the needs of the community is very diverse and already in the society. Therefore, entering this transitional period, the mass media must be able to adapt to these changes. Journalists as the spearhead of the institution of publishing and broadcasting required to keep abreast of technological developments so as not to be eroded by the wave of technological developments that are not unstoppable anymore.

However, the mastery of information technology that needs to be done by journalists should not eliminate the level of criticality of journalists because journalists have an obligation to prioritize content to be published to the public. By any means the media, the most important is the content because the content is the life of what will be

submitted to the public. Content is generated by the practice of journalism that is capable of influencing various sides of society

In the current information disclosure, competition among fellow journalists to provide content to the public quickly, easily accessible and has a value of benefits cannot be met but must be faced with intelligence and wisdom. Based on data from the Press Council, during 2015, the print media in Indonesia amounted to 321 media, which consisted of 117 published on a daily, weekly and 32 112 published monthly rise. Number as many as 674 radio and television stasiun stasiun amounted to 523 while the number of online media as much as 68. (Dewan Pers, 2015).

Based on these data, the intense competition among journalists in the search for collect, process and publish the news will be more stringent, so that the presence and mastery of information technology is expected to support in providing an opportunity for journalists to win the competition. According Wibawa, executors in the field in collecting information needed by this community are journalists. They determine whether or not the weight of the mass media they work for. The level of credibility of a media has to do with the quality of the crew of journalists in the field. In other words, journalists as one of the spearheads of a publishing, radio, television and online media in the field in collecting information needed by this community is a line of journalists or reporters. (Wibawa, 2012)

II. THEORIES

Technology used by journalists while on duty in the field, then journalists related to news sources, with fellow journalists and other environments of course cannot be separated by the pattern of action and behavior shown by journalists. The decision of journalists to use communication technology and connect with other people or with their environment is an action that is aware by journalists concerned. Therefore, the theory that can reveal the pattern of behavior or pattern of action conducted by journalists is the theory of Social Action from Max Weber and Symbolic Interaction theory of Herbert Bulemer.

According to Mulyana, although symbolic interactionism has no right to inheritance from the theory of Social Action, or regarded as a scientific tradition, but have similarities with each other. In other words, Herbert Blumer does not literally develop the theory of Max Weber or the Territory of Symbolic Interaction is inspired by Max Weber's theory, there is only a resemblance in the thinking of the two figures about human action.

Max Weber in Mulyana says:

“Social Action as all human behavior when and as far as the individual gives a subjective meaning to the behavior. Actions here can be open or hidden, can be a positive intervention in a situation or deliberately silent as a sign of agreement in the situation. Actions of social significance as far as subjective meanings are given

by individuals, the act takes into account the behavior of others and is therefore incorporated into its appearance.” (Mulyana, 2003).

Based on Weber's opinion, gives an idea that the actions or behavior of journalists in the city of Bandung basically means involving interpretation, thinking, and deliberate. The action taken by journalists in Bandung when deciding to use communication technology as done by other journalists, for Weber is a deliberate action, intentional for others and for journalists themselves who think actively by way of interpreting others and communicate with each other.

Another theory used in this study is the Symbolic Interaction theory of Herbert Blumer. The essence of this theory is an activity that is characteristic of humans, that is communication or exchange of symbols that are given meaning. When journalists of deciding to use the right technology for him of course cannot be separated from communication and exchange symbols that have been given meaning. That is, communication and exchange of symbols are of course the result of interaction with others, with the environment or with other journalists.

Theory of symbolic interaction trying to understand the behavior of journalists, especially in Bandung in the perspective of the subject. Aaron V. Cicourel said the Symbolic Interaction theory suggests that human behavior should be seen as a process that allows people to shape and manage their behavior by considering the expectations of others are their interaction partners. (Cicourel, 1964). Based on the opinion of Cocourel, gives an illustration that the pattern of action or behavior of journalists in Bandung when deciding to use communication technology should be seen as a process that allows journalists to form and manage their behavior by considering others who become colleagues, or as fellow Journalists when both served in the field.

III. METHOD

This study requires a clear description of the informants so that the research method is descriptive, qualitative approach, and phenomenology tradition. Descriptive method is used to create a picture of a situation or event, so this method is willing to hold a mere accumulation of basic data. (Nazir, 2003). Nazir further said,

Descriptive method also wants to study norms or standards, so this descriptive study is also called normative survey. In the descriptive method, it can study normative problems also status problems and simultaneously make comparisons between phenomena. Such studies, named in general as descriptive studies. The time perspective to be reached in descriptive research is the timeframe at least within the respondent's memory. "(Nazir, 2003).

To describe the data and facts in the field as a whole and holistic in this study using a qualitative approach because this research reveals a phenomenon that concerns reality one

of them is the behavior of journalists in Bandung, including when journalists decided to use communication technology as a tool in supporting his job.

This kind of approach belongs to the naturalistic inquiry that turns journalists into an instrument of research because it is loaded by natural or natural content according to what is found in the field. The qualitative research undertaken in this study essentially observes people in their environment, interacts with them, seeks to understand their language and interpretations of the surrounding world (Nasution 1996) thus this qualitative approach essentially observes journalists in their environment. To reveals a phenomenon that is constructed on the basis of journalist's acknowledgment and experience, the qualitative tradition used in this study is phenomenology. This means that phenomenology is one of the variants of the qualitative approach that has its own characteristics.

According to Kuswarno, the main purpose of phenomenology is how phenomena are experienced in consciousness, mind, and in actions such as how the phenomenon is valued or accepted aesthetically. Phenomenology seeks to understand how humans constructed important meanings and concepts in the framework of intersubjectivity. because that our understanding of the world is shaped by our relationship with others. (Kuswarno, 2009).

Based on the view of Kuswarno, gives an idea that when the author constructed view of journalists in Bandung based on the awareness, thought and pattern of controlled action by journalists themselves, so in technical in the field, data collection techniques from journalists in Bandung at once made as an informant in this research.

Participatory observations appropriate to examine how humans behave and view the reality of their lives in their usual, routine, and natural environments. Researchers try to understand the meaning of research subjects to their own behavior and other people's behavior toward objects and the environment, for example what is important and not important to them and how they treat the objects (Mulyana, 2003).

In this participant's observation, the writer mingles with journalists to accompany journalists when they perform tasks in the field such as interviews with top officials, or with other famous people. The way of communicating and interacting long enough with the subject in certain situations provides an opportunity for writers to be able to view the habits, conflicts, and changes that occur within the journalist in Bandung and its relationship with the environment. According to Crane and Angrosino (1984) by being a member of the subject group he studied the author is no longer seen as a foreign writer, but has become a trustworthy friend. Through such acts regardless of what his subjects do, the author will gain firsthand experience of the subject's activities.

In addition to observation, the authors also conducted interviews. According to Moleong (2004), an interview is a

question-and-answer process with a specific purpose undertaken by at least two parties: interviewer who asks questions and is interviewed (interviewee) which gives answers to the question, whereas according to Mulyana (2003), interview is a form of communication between two people, involves someone who wants to get information from someone else by asking questions based on specific goals.

In this study, the author used unstructured interview techniques, as when interviewing journalists and in order to explore what the views, the thoughts and desires of this journalists needed the flexibility, the order of the questions and the order of words in each question may change during an interview, tailored to the needs and conditions of the interview, including the socio-cultural characteristics of the informant.

IV. RESULT

Based on the opinion of Bandung journalists from newspaper, electronic and online media that used as informants in this research shows, that the existence of information technology for journalists interpreted very diverse. According to Andri informant from Bandung Sindo Radio Trijaya, information technology is one piece of technology that could be used for long-distance communication between journalists and news sources. Andri statement is the same as Ati Surpriatin, informants of Newspaper Galamedia. Ati said that information technology is a collection of tools that can accommodate a variety of functions to facilitate everyone, including journalists in communicating.

Andri and Ati statements support by Syarif Abdullah informant from Bandung Antara. According to Syarif Abdullah, information technology is a tool that combines computer systems and telecommunications systems that can be used by journalists as well as the community. According to Deddy Ruswandi from online media, information technology is the creation or development of the objects in the field of information to facilitate the work and reporters so that it can change direction better than ever, while according to Yana, informant of Televisi Republik Indonesia of West Java, information technology is a tool that can be used to submit data such as voice, image, and graphics to the public.

Based on the opinions of the informants, provide an overview that information technology is part of the technology in general, in which a system or set of systems and the merger of tools such as computer and telecommunications tool that can delivering data, voice, and video in much better.

Opinion of the informants supported by technology experts like Wiliam and Sawyer, Laudon and Laudon, Kadir, Manuel Castells, and Maria Ressa. According to William and Sawyer, information technology is a technology that combines computing (computers) with a high-speed communication lines that carry data, voice and vide William and Sawyer (2007). Laudon and Laudon said, information technology is one of many devices used by managers to anticipate changes. (Laudon and Laudon, 2015).

According to Kadir, information technology is a combination of computer technology with telecommunications

technology (Kadir, 2006). Manuel Castells said, technology is a collection of tools, rules, and procedures that constitute the application of a scientific knowledge to a particular job in a condition that can allow repetition. (Catells, 2004), while Maria Ressa, look at how technology is changing the way we think, communicate, and act. If used appropriately, technology can provide great strength to the journalists to do more than simply tell the news to drive viewers/listeners/readers how to action. (Ressa, 2014).

According to the informants, any information technology has contributed to the activities that carried out by reporters, however, information technology that used by reporters not always have positive aspects but rather has positive aspects and negative, because of it put the information technology that used by Indonesian journalists is ambivalent, ambiguous face of information technology. It means, the information technology used by Indonesian journalists have positive aspects, and at the same time has a negative aspect.

Based on the recognition of the informants showed ambivalence (both positive and negative) elements of information technology can affect the psychology, sociological and technical elements of journalists while performing tasks in the field. Reporters cannot avoid the ambivalence of information technology as they carry out tasks in the field.

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A. Psychological Elements

According to the informants, psychologically, the presence of information technology in physical Form can make a positive contribution to the performance of journalists. That is, the reporter who looks to bring information technology while on duty in the field, usually interpreted as a journalists who had more expectations, have technological literacy, and as a professional journalists. It makes journalists more confident in developing their own potentials, so as to produce the best journalistic work for the community. Journalists have a certain satisfaction if the performance received a positive response from the community.

According to Andri informant who is also in charge of interactive dialogue program Bandung Sindo Trijaya FM

Radio said that reporter who appears and bring information technology while doing reporting in the field, is usually regarded as a journalists who had more expectations than the journalists who are not seen to bring in information technology.

Carrying out tasks in the field, getting the full confidence in front of resources and the public. If the community has given full credence to the journalists, by itself provides a strong motivation for reporters to explore its capabilities within the framework provide the much needed information by society.

Expectations that meant by informant Andri is a journalists who has the ability and proficient use of information technology in supporting performance as a journalists. Andri said the view of the resource persons and the community, could supporting the confidence of journalists to deliver the news as the results of desired jobs and public interest, thus journalists have pride and satisfaction because it has managed to attract the public interest of the community which in turn, can build public trust in journalists concerned.

Andri's opinion, supported by the informant Syarif Abdullah. He said journalists were seen carrying and using information technology physically when interviewing informants or covering an event, often interpreted by the speaker and the community as a journalists who have technological literacy so that it is seen as a journalists who master a variety of information technology, for the work of journalists is a profession that cannot separated from using information technology. Information technology is a main tool for journalists to complete the jobs.

According to informants Sharif, news sources and the public now had known that journalists is a profession that delivering information to the public so that mastery of information technology as a tool in conveying the information absolutely must be owned by journalists, thus if the reporter looks to bring in information technology when performing the task will be more credible. Reporters could provide the best result for the community despite having to perform intense competition with fellow journalists from other media.

Andri and Sharif opinion supported by informants Ati Supriatin. According to informants Ati, news source and people usually regard a journalists as professional if equipped with information technology literally. Example, bring a photo camera, video camera, or smartphone tools, so that when the reporter assigned in the field do not get trouble when compared with the journalists who do not bring information technology tools.

Ati said that, the reporter described as a critical figure, cheerful, dynamic and equipped with attribute information technology is widespread in the community so that reporters have to adjust with the views of the community. That is, the reporter would not want to look and behave like the thought of people so that when appears and bring information technology while doing reporting in the field, is usually regarded as a journalists who had more expectations than the journalists who are not seen to bring in information technology.

The informant admits that, psychologically, the physical presence of information technology that carried by journalists, in addition to having a positive contribution also had a negative contribution to the reporters. According Tedi informant of Bandung TV, reporter who brought the physical attributes of information technology when performing tasks in the field, can be easily recognized that when there are people or certain parties who feel aggrieved by the reporter, the community has the potential to finish with shortcuts that scolding, damagin attributes information technology, or violence against journalists.

Informant Yana has different statements . According to Yana, journalists work cannot be separated from the computer and the Internet in facilitating search, collection of data and facts, process and deliver information thereby effort to utilize computer and network telephone as routine activities will lead journalists for being lazy. That is, reporters sit in front of a computer equipped with internet network, and does not need to be anywhere but already getting ready writing material deliver to the public.

B. Sociological Elements

Ambivalence of information technology not only coloring psychology reporters, also marked the sociological aspects of reporters. In sociology, information technology for Indonesian journalists have positive benefits, especially when it acts as the eyes and ears of society. In addition, capable of creating social interaction between journalists and the public as well as a news source, and can predict social of phenomena that occur in society.

According to informants Haryawan, sociological role of information technology is very 688 useful to fulfil the public demand for journalistic work that is up to date. Reporters use information technology when do the journalistic work in field and publish to the public so reporters becoming the public eye as they seemed to be directly in the location covered by reporters.

Haryawan's statement is supported by Anan. According to Anan, sociological information technologies make a positive contribution to the performance of journalists because of Information technology is used well and truly capable of forming a broad social contact with people and also the community.

Deddy said that, journalists can do social contacts with speakers from various backgrounds by using information technology so that the form of the social interaction in the form of data and facts can be immediately processed and delivered to the public. According to sociologist Indonesia, Soerjono Soekanto Social interaction is a social process on how to connects between people that can be seen if the individual with social groups meet each other and then determine which systems and social relationships completed each other. (Soekanto, 2006) Social interaction is the human relationships that result in a fixed relationship and ultimately enable the formation of the social structure. The result of the interaction is determined by the value and the

meaning and interpretation given by the parties involved in this interaction. (Soesanto, 1996).

According to informant Yana, sociologically, journalists are able to establish extensive relationships with various groups with different backgrounds so that by itself has a broad knowledge of various fields. Yana said that, with extensive knowledge of information technology-assisted, journalists are able to analyze, estimate and predict social phenomena that occur in the community so that the quality of journalistic product is excellent, and supported by facts and figures, which are obtained by using information technology.

The informant admitted that sociologically, information technology that used by Indonesian journalists, in addition to having a positive contribution also had a negative contribution is primarily concerned with the emergence of social atisme, impersonation, and plagiarism. According to informants, Ati communication technology that used by Indonesian journalists equipped with various facilities that make journalists were able to use it in a long time, often and focus as if there are no other jobs.

Ati said that the behavior of reporters who put information technology as main resources become not sensitive to his surroundings, forget friends, speakers, and even families with autism so reporters seemed to have antisocial, not sensitive to the surrounding circumstances. Statement informant Ati differed with informant Sharif that said, sociological interaction journalists can with anyone, and journalistic product can be read by anyone, especially if published through the internet facility, thus the identity of the reporter can be known and used by anyone, Through information technology facilities, the identity of reporters often forget and used by people who are not responsible for personal issues.

According to Syarif, the identity of a reporter is very easily to forged by people who do not act responsibly by pretending to be a journalists and perform duties as a journalists when the main purpose is to get benefit personally could be financial and other access. Opinion Sharif and Ati, are similar to the opinion of Andri. According to Andri, sociologically, information technology can lead to plagiarism among journalists, especially for journalists who are lazy and

do not have the creativity.

C Andri said, the work of journalists run by time and full of pressure so as to meet the deadline that has been commissioned from the leaders, journalists who are lazy and uncreative will find a shortcut by duplicating data and information that already exists and is engineered to be a report journalistic work that is ready to be submitted to the public. Duplication or to the copypaste is an act of plagiarism.

C. Technical Elements

Ambivalence information technology not only affect psychology and sociology of Indonesian journalists, but it can

influence the technical activities of Indonesian journalists when carrying out their duties in the field. Technically the positive benefits of information technology for Indonesian journalists are able to simplify, speed up the work of journalists and spread out the journalistic product that made by journalists.

According to informant Syarif Abdullah, technically, positive benefits of information technology, can facilitate journalistic activities in searching, collecting, processing, and publishing journalistic work to the public. Sharif said, people want information that can fill aspects of knowledge, feelings and follow patterns, thus through information technology dominated by Indonesian journalists making it easier for journalists to fulfill the wishes of the people.

According to informants Dedy, the existence of information technology not only facilitate the work of journalists, it could also speed up the work of journalists. This means that journalists work could be completed in a short time. Anan said that the work of journalists not only did an interview with a news source, but includes the search for, collect, process and convey information to the public, thus their information technology with a wide range of facilities, can accelerate the work of journalists so dateline work of journalists can be met on time.

Another informant Andri said that, technically, positive benefits besides easier the work and speed up the work of journalists, also expanded the publication of the news throughout the world especially those using internet. According to Andri, journalistic product is not only addressed to one person, group, organization, institution, or one country alone, but spread to all levels of society that is heterogeneous, and therefore technically positive benefits of technology information for journalists is distribution or publication could expand so that communities can be met heterogeneous information.

Technically, information technology that used by Indonesian journalists is not only provide positive benefits, it also has negative aspects. According to informants Heryawan, Yana, and Ati, technically, negative aspects of the use of information technology is a reporter sometimes ignore the law and ethical codes of Indonesian journalists in producing a work of journalism. Violations of the law and ethics occurs because the reporters just thinking how to meet community concerns in a short time although it should ignore the rule of law and the ethical code.

V. CONCLUSION

Existence of information technology in supporting the work of journalists can be positive and negative is called the ambivalence or ambiguity face of information technology. Ambivalence of information technology influence psychologically, sociologically and technically in Indonesian journalists when carrying out tasks in the field.

The positive aspect psychologically, a journalists who was seen carrying the information technology tools is seen as a journalists who had more expectations, information technology literacy, and professional. Negative aspects psychologically, information technology makes it easy to recognize the identity of the reporter, cause the confusion, depression and frustration.

The positive aspect sociologically, information technology affecting performance of journalists especially when acting as the eyes and ears of society (viewers, readers and listeners), capable of creating social interaction between journalists and the public as well as a news source, and can predict sociology phenomena that occur in society. The negative aspect sociologically, information technology that used by Indonesian journalists could lead to social autism, impersonation, and plagiarism.

The Positive aspects technically, information technology can simplify, speed up and expand the work of journalists publication. Negative aspects technically, that information technology can make journalists ignore the law and ethical codes of journalists like neglecting thoroughness, accuracy and balanced so that the journalistic product that made by journalists are glossed over.

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Biodata

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